



HI!

THIS IS MY

Work PORTFOLIO

AS A CUSTOMER SUPPORT REPRESENTATIVE

My Name

EGHAREVBA ODOSA



A Customer Support/Service Representative is like the superhero of the customer service world. Picture us as your friendly neighborhood problem-solver, always ready to lend a hand and make your experience with a company as smooth as possible.

As a Customer Support Specialist, I'm not just focused on resolving customer's queries; my approach centers around creating positive experiences through proactive customer engagement. This involves anticipating needs, addressing concerns before they escalate, and fostering a positive customer experience to contribute to customer loyalty and, ultimately, business growth.

SKILLS AND EXPERTISE

Exceptional customer interactions. Proficient in establishing strong client relationships, guiding them through their user journey, and resolving issues through multiple communication channels such as phone, email, live chat, in-app support, and social media platforms.

TECH-SAVVY TOOLKIT

Experienced with CRM softwares like; Freshdesk, Zendesk, HubSpot CRM, Intercom, Zoho, Tidio, Shopify, and more. ✨ Project management tools like; Trello, Monday.com, Asana, Clickup, Nifty, Jira, Confluence. ✨ Team communication tools - Slack, Microsoft Teams,, Google chat and more. Appointment setting tools; Calendly, Picktime, Acuity Scheduling

CERTIFICATIONS

- LinkedIn Learning- Customer Service Foundations
- Alison - Customer Service Skills
- LinkedIn Learning- IT Service Desk- Customer Service Fundamentals
- LinkedIn Learning- Communicating with Emotional Intelligence
- Customer Service: Handling Abusive Customers

CUSTOMER RELATIONSHIP MANAGEMENT(CRM) TOOLS

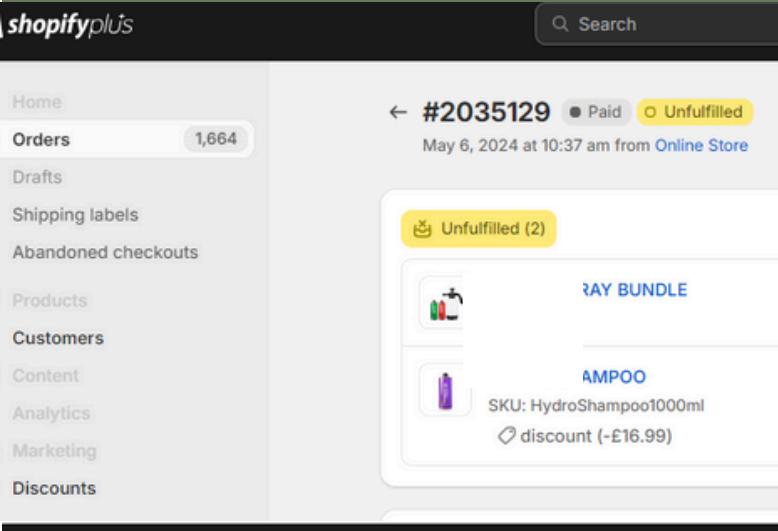


CRM tools are software solutions designed to help businesses manage interactions and relationships with their customers and potential customers.

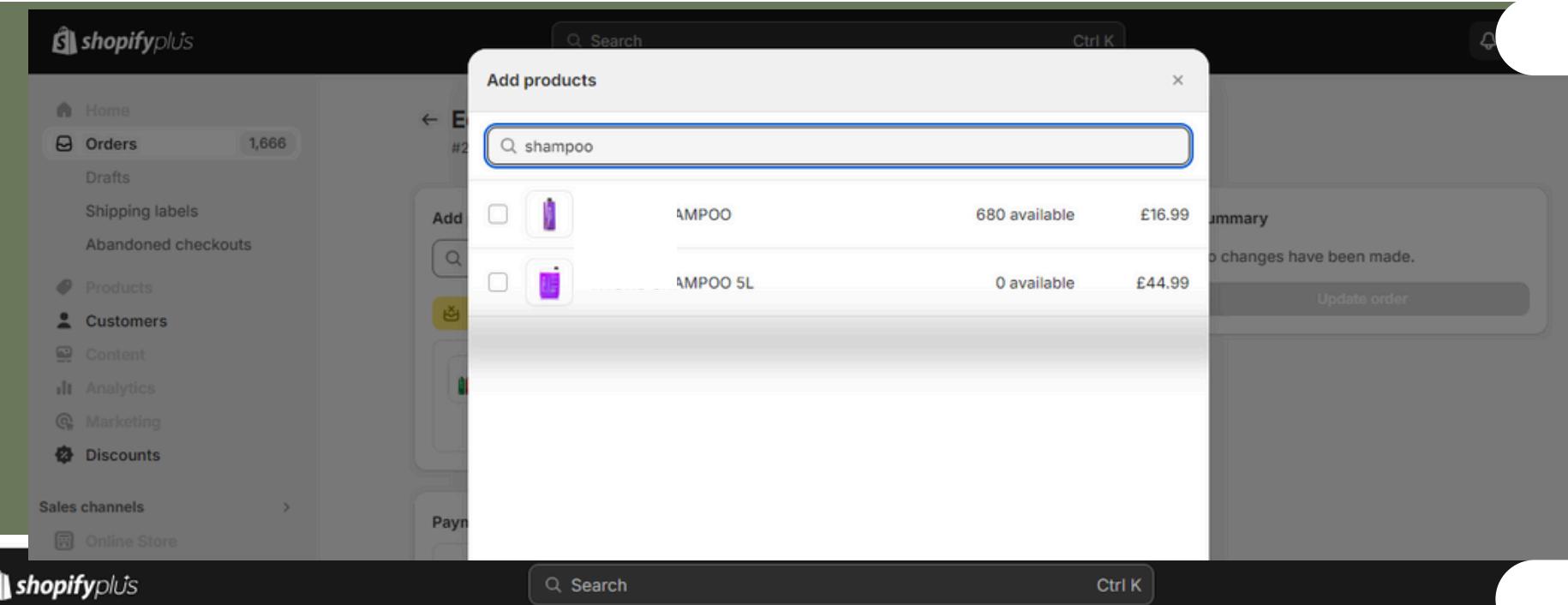
I utilize **SHOPIFY**, Freshdesk, Zendesk, Intercom, Tidio livechat and Hubspot crm to create, track, prioritize, and resolve customer support tickets, and ensured a seamless customer experience.



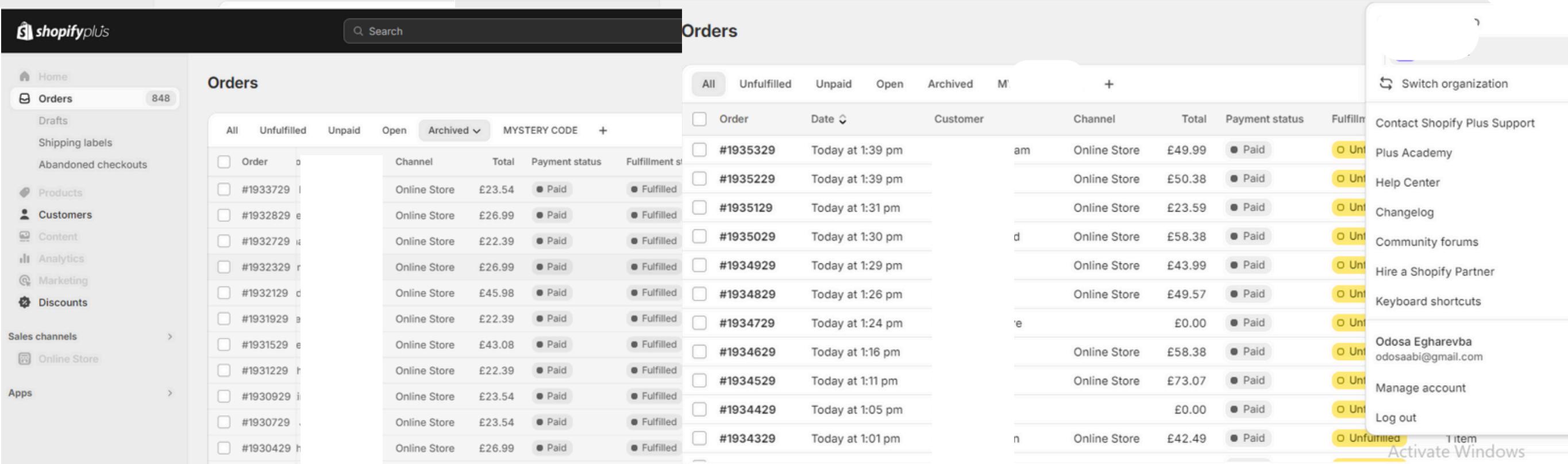
SHOPIFY



The Shopify Plus Home screen shows a sidebar with links like Home, Orders (1,664), Drafts, Shipping labels, Abandoned checkouts, Products, Customers, Content, Analytics, Marketing, and Discounts. The main area displays an order summary for #2035129 (Paid, Unfulfilled) from May 6, 2024, at 10:37 am from Online Store. The order includes a RAY BUNDLE and an AMPOO item (SKU: HydroShampoo1000ml, discount: -£16.99).



The Shopify Plus Add products screen shows a search bar with "shampoo". Two product options are listed: AMPOO (680 available, £16.99) and AMPOO 5L (0 available, £44.99). The background shows the Shopify Plus interface with a sidebar for Home, Orders (1,666), Drafts, Shipping labels, Abandoned checkouts, Products, Customers, Content, Analytics, Marketing, and Discounts.



The Shopify Plus Orders screen displays a list of 848 orders. The columns include Order ID, Date, Customer, Channel, Total, Payment status, and Fulfillment status. The list shows various orders from the Online Store, mostly paid and fulfilled. A sidebar on the left provides navigation for Home, Orders (848), Drafts, Shipping labels, Abandoned checkouts, Products, Customers, Content, Analytics, Marketing, Discounts, Sales channels (Online Store), and Apps. A right-hand sidebar offers links to Contact Shopify Plus Support, Plus Academy, Help Center, Changelog, Community forums, Hire a Shopify Partner, Keyboard shortcuts, Odosa Egharevba (odosaabi@gmail.com), Manage account, Log out, and Activate Windows.

| All | Unfulfilled | Unpaid | Open | Archived | M | + | |
|--------------------------|-------------|------------------|----------|--------------|--------|----------------|-------------|
| <input type="checkbox"/> | Order | Date | Customer | Channel | Total | Payment status | Fulfillment |
| <input type="checkbox"/> | #1935329 | Today at 1:39 pm | am | Online Store | £49.99 | Paid | Unfulfilled |
| <input type="checkbox"/> | #1935229 | Today at 1:39 pm | | Online Store | £50.38 | Paid | Unfulfilled |
| <input type="checkbox"/> | #1935129 | Today at 1:31 pm | | Online Store | £23.59 | Paid | Unfulfilled |
| <input type="checkbox"/> | #1935029 | Today at 1:30 pm | d | Online Store | £58.38 | Paid | Unfulfilled |
| <input type="checkbox"/> | #1934929 | Today at 1:29 pm | | Online Store | £43.99 | Paid | Unfulfilled |
| <input type="checkbox"/> | #1934829 | Today at 1:26 pm | | Online Store | £49.57 | Paid | Unfulfilled |
| <input type="checkbox"/> | #1934729 | Today at 1:24 pm | e | | £0.00 | Paid | Unfulfilled |
| <input type="checkbox"/> | #1934629 | Today at 1:16 pm | | Online Store | £58.38 | Paid | Unfulfilled |
| <input type="checkbox"/> | #1934529 | Today at 1:11 pm | | Online Store | £73.07 | Paid | Unfulfilled |
| <input type="checkbox"/> | #1934429 | Today at 1:05 pm | | | £0.00 | Paid | Unfulfilled |
| <input type="checkbox"/> | #1934329 | Today at 1:01 pm | n | Online Store | £42.49 | Paid | Unfulfilled |

FRESHDESK

Customer responded

Book an appointment

Uzoaga Chibuzo reported via phone
an hour ago

Please how can I book an appointment with the physiatrist? I think I'm loosing my mind. 😱😱

Odosa Egharevba replied
24 minutes ago

To: chibuzouzoaga@gmail.com

Hi Uzoaga Chibuzo,

Thank you for reaching out to HealthVista Innovations with your concern. We understand the urgency of your situation and are here to assist you. Our team is investigating the issue and will get back to you shortly.

Waiting on Customer
since a few seconds ago

PROPERTIES

Tags

Your trial ends in 13 days

All tickets

Sort by: Date created

Layout: Card view

Export

1 - 7 of 7

FILTERS

Agents: Any agent

Groups: Any group

Sentiment: Any

Created: Last 30 days

Closed at: Any time

Activate Windows

Go to Settings to activate Microsoft 365

Apply

The image shows a screenshot of the Freshdesk customer service software. At the top, there's a navigation bar with buttons for Reply, Add note, Forward, Close, Merge, Delete, Threads, Show all, and a more options menu. Below the navigation is a ticket summary for a customer named Uzoaga Chibuzo, who has reported via phone an hour ago. The ticket subject is "Book an appointment". The customer message asks how to book an appointment with a physiatrist, expressing concern. An agent named Odosa Egharevba has replied, acknowledging the concern and承诺 to assist. The ticket is currently in a "Waiting on Customer" state. On the right side, there's a detailed view of the ticket properties, including tags and a "View more" link. The main area shows a list of all tickets, with one ticket from Vipoluwatosin regarding a malfunctioning dildo (#13) and another from Uzoaga Chibuzo regarding a product quality issue. The filters panel on the right allows users to refine their search by agent, group, sentiment, creation date, and closure date. A large watermark of four hearts is overlaid on the right side of the screen.

ZENDESK

Enquiry #5 unable to fix system #4 + Add

Support Professional trial ends in 4 days on February 14, 2024 Chat now

Get started Dashboard

Updates to your tickets

Chibuzo Peter increased the priority on "I need your help". Yesterday 16:55

Chibuzo Peter assigned you "I need your help". Yesterday 16:55

Open Tickets (c) 1 YOU

Tickets open

Latest comment

Egharevba Odosa Yesterday 12:05

Dear Blessing, Thank you for reaching out to us regarding the difficulty you're experiencing with your new system. We understand how frustrating it can be to encounter issues with a newly purchased device, and we're here to help you resolve this pro...

updated Group Assignee

Yesterday 21:50 Support Candy VIP

Support Egharevba

Support Delight N

Enquiry #5 unable to fix system #4 I need your help #6 + Add

Organization (create) Chibuzo Peter Pending Task #6

Requester Chibuzo Peter

Assignee Support/Egharevba Odosa

Followers follow

Tags

I need your help Via web form

Thank you for your kind words! We're committed to providing you with exceptional support, and I'm glad to be of assistance. If you have any further questions or need additional help, please don't hesitate to reach out.

I am looking forward to hearing from you soon.

Best regards,

Egharevba Odosa Customer Support Representative

Chibuzo Peter

Email

Local time Sat, 23:19 GMT+1

Language English (United States)

Notes Add user notes

Interactions

Public reply To Chibuzo Peter CC

INTERCOM

The image is a composite of several elements. On the left, there's a dark blue vertical bar with the word "INTERCOM" in large white capital letters. Next to it is a screenshot of the Intercom Help Desk software. The software interface includes a top navigation bar with a "Buy Intercom" button, a sidebar on the left with sections like "Help Desk", "Your inbox" (2), "Mentions", "Created by you", "All", "Unassigned", and "Dashboard", and a "TEAMS" dropdown. The main area shows a ticket for "Egharevba Odosa" with the subject "Urgent: Error M...". The ticket details pane shows the assignee as "Egharevba Odosa", the team as "Support", and the ticket type as "Timeline Request". The message body contains a message from "Odosabi@gmail.com" asking for help with navigating the platform after an error. Below the message body is an "ACTIVITY" section showing the message was sent by "Odosabi Egharevba <odosabi@gmail.com> to: Egharevba from MoneyMingle Tech". At the bottom of the ticket view, there's a message saying "Thank you for your assistance.". To the right of the ticket view, there's a vertical sidebar with icons for different features like messaging, mentions, and teams. On the far right of the image, there's a large, hand-drawn style white heart on a dark green background.

The screenshot shows a help desk application interface. On the left sidebar, there are several navigation items: Your inbox (1), Mentions (0), Created by you (0), All (3), Unassigned (0), Dashboard, TEAMS (No teams), TEAMMATES (No teammates), and VIEWS. The main area displays a ticket for "Egharevba Odosa". The ticket details are as follows:

- User:** istandabere@gmail.com
- Company:** —
- Status:** Resolved
- Assignee:** Egharevba Odosa
- Team:** Support
- TICKET ATTRIBUTES:** Tracker ticket, Back-office tickets, Side conversations
- LINKS:**
- ACTIVITY:** (Message from istandabere@gmail.com)

Hello, i need a step-by-step process to book a meeting with Dr Phil
and ensuring a smooth experience.
Best regards,
Egharevba Odosa
HealthVista Innovations
Customer Support Team

Seen • 24m
- CONVERSATION ATTRIBUTES:** ID #9, Brand MoneyMingle, Tech Tech, Created Egharevba Odosa

TIDIO LIVECHAT

Settings



odosabi@gmail.com



Current status:
Online

Project

myshopify.com

Account

Notifications

Visit tidio.com

Logout

Visitors

E #e096a
[/collections/](#)

E #eeda8
[/collections/](#)

F #fe279
[/collections/](#)

1 #1dca7
[/products/h](#)

3 #3327c
[/products/h](#)

6 #65a6d
[/?discount=+](#)

7 #7c04c
[/collections/](#)

B #b532c
[/products/h](#)

2 #2cf88
[/collections/](#)

2 #2a3f6
[/products/h](#)

C #c5318
[/collections/](#)

Assigned to you



10k
/10K



Flows
monthly limit

No Email Marketing
set up yet

13

Leads acquired

41

Visitors right now

feed

Write Tidio review on G2 and get \$20
Amazon gift card



Check how the AI Chatbot might handle
support for you



Save 70% of your time with Lyro AI



Discover how to leverage AI Chatbot to
elevate your customer service.



HUBSPOT CRM

Professional trial. [Go to trial guide](#) | [Talk to Sales](#)

Workspaces CRM Marketing Web Content Automations Reporting & Data

Contacts Conversations Marketing Sales Service Automation Reporting

Moralake Arokodare-Chinda Clinic nurse

MA

Note Email Call Task Meeting More

About this contact

Email kemi_radiant@yahoo.com Lead status Open deal Legal basis for processing contact's data Job title Clinic nurse

Tickets Actions

Need Help Scheduling a Telehealth...

Open 10 minutes Status: Waiting on contact

Note Email Call Task Meeting More

Last Activity Date 02/06/2024 10:50 PM G...

Recent activities Filter by: 7 activities

Odosa ... sent an ... Feb 6, 2024 at 10:50

Guide to Scheduling Your Telehealth Appo

Email - Free Health Training fr... Pin Copy link Jan 26, 2024 at 2:44 PM GMT+1

Odosa Egharevba to Moralake Arokodare-Chinda Sent

Hi Moralake, this is Odosa from Bilax Laboratory.

While waiting for your response on our health discount, I want to quickly let you know that there would be a free practical training on how to help revive a child who is convulsing.

Attached below is our team's calendar link on calendly and you can book a time to call or you can send an email within the available hours.

[Free training available](#)

We would love to hear from you on this and your school's feedback on our free health training as stated in the previous mail.

Sales Lead Manager 09042160144

1 association

Companies (0) + Add

Deals (0) + Add

Track the revenue opportunities associated with this record.

Tickets (0) + Add

Track the customer requests associated with this record.

Contacts (0) + Add

See the people associated with this record.

Subscriptions (0) + Add

Track recurring payments associated with this record.

ACTIVATION Windows Settings to activate Windows.

Set up documents

Email

Odosa Egharevba to Chibuzo Peter Sent

Hello Peter,

We received your ticket stating that you are experiencing some technical issues and that you need help setting a telehealth appointment with any of our doctors, be rest assured that all is well

We sincerely apologize for any inconvenience as our website is currently on available, but i come

Digi Properties can support your sales objectives.

Next Steps: I'll prepare a tailored proposal outlining our solutions, timeline, and pricing.

Follow-Up Meeting: Schedule a Meeting with us on our [Acuity Scheduling Link](#) to discuss the proposal in detail.

I'm excited about the opportunity to collaborate. Looking forward to our next conversation.

Best regards,
Egharevba Odosa
Sales Representative of Digi Tech
09054913432

Inbox

Overview / List Board ... Timeline Dashboard Calendar Workflow 2 more... +

+ Add ↴ ↴ Filter Sort Group by Hide ...

New Tickets + ... In Progress + ... Resolved + ... Team Communication + ...

Reporting Portfolios Goals Projects + Customer Support Technical Support Bilings/Finance Support

Log Customer's Queries -Team Blue Neutral Yes Feb 15

Team Blue

RESOLVED

RESOLVED

RESOLVED

Feedbacks/Discussion fr Teams



Project Management Tools

STREAMLINE WORKFLOWS, IMPROVE EFFICIENCY,
AND ENHANCE COORDINATION AMONG TEAM MEMBERS
TO ACHIEVE PROJECT OBJECTIVES EFFECTIVELY.
I AM SKILLED AT USING TRELLO, CLICKUP,
MONDAY.COM, ASANA AND MORE



Workspace views +

- Table
- Calendar

Your boards +

- Company's Knowledge Base
- Hubspot Marketing and Sales T...

New cases ...

Client complained about Alexa's voice misinterpretation- Assigned to Odosa

+ Add a card

Currently Solving

Escalated to Amanda in technical support

+ Add a card

Trello Workspaces Recent Starred More +

StoreSync Hub Premium < Activate Atlassian Intelligence for this Workspace. AI can generate content, improve writing, and more.

The Premium free trial for StoreSync Hub ends in 8 days.

Customer Support ★ Board ▾

New Tickets ... + Add a card

Assigned ... + Add a card

In Progress

Delayed order

Move your card here once the relevant employee is assigned to it.

+ Add a card

Move your card employee star

☰ + Create Search

 Customer Support ⚙ Set status

Overview List Board ... Timeline Dashboard Calendar 3 more... +

+ Add task Filter Sort Group by Hide

Insights +

New Tickets + ... In Progress + ... Resolved 🎉

Log Customer's Queries -Team Grey
Neutral Yes Thursday

Log Customer's Queries -Team Pink
Neutral Yes Thursday

Team Blue
Medium priority Positive
Comment Yes

Team Blue
User Date

3 ↗

Home My tasks Inbox ●

Reporting Portfolios Goals

Projects +

Technical Support Customer Support Bilings/Finance Support

This screenshot shows the Asana interface for the 'Customer Support' project. The main view is the 'Board' tab, displaying three columns: 'New Tickets', 'In Progress', and 'Resolved'. Each column has a plus sign to add more tasks. The 'New Tickets' column contains two tasks: 'Log Customer's Queries -Team Grey' (neutral priority, yes assigned, due Thursday) and 'Log Customer's Queries -Team Pink' (neutral priority, yes assigned, due Thursday). The 'In Progress' column features an illustration of a person standing next to a checklist and a sand timer. One task in this column is 'Team Blue' (medium priority, positive assigned). The 'Resolved' column has an illustration of a target with a bullseye and two tickets labeled 'TICKET'. One task in this column is also 'Team Blue'. On the left sidebar, there are links for Home, My tasks, and Inbox, along with sections for Insights, Reporting, Portfolios, Goals, Projects (with Technical Support, Customer Support, and Bilings/Finance Support listed), and a list of recent projects.

Task management [See plans](#)

Support Teams Task

New Task [Search](#) Person Filter Sort Hide ...

Customer Support

| Task | Person | Status | Date |
|------------------|--------|----------------------|------|
| Technical Issues | | Working on it | 3 Fe |
| Assigned | | Stuck | 5 Fe |
| In Progress | | Waiting for Feedb... | 5 Fe |
| Resolved | | Done | |

Technical Support

Technical Issues

Assigned

In Progress

Resolved

+ Add task

Odosaabi • Helped a customer book an appointment on our company's pi...

Like



Search...

Ctrl+K



Upgrade

New



Tech Genius / Billings and Finance / List



Created on Feb 8

Share

Subtasks

- Recently Assigned
 - First Response Due by 11:59pm...
 - Second Response due on Satu...
- + Add subtask



Task

86bxdfpb



Recently Assigned

Status

IN PROGRESS



Assigned to



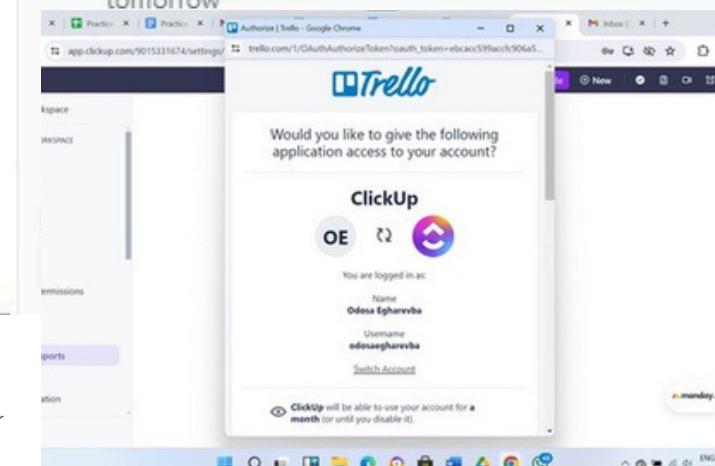
Due Date

Sat

CLICKUP

Activity

- You created this task
- You changed status from ■ to ■ To Do
- You assigned to: edwardodosa@gmail.com
- You added watcher: edwardodosa@gmail.com
- You set the due date to Today
- You changed due date from Today to Sat
- You changed status from ■ To Do to ■ In Progress
- You created subtask: First Response Due by 11:59pm tomorrow



APPOINTMENT SCHEDULING TOOLS ARE USED FOR STREAMLINING THE PROCESS OF SCHEDULING MEETINGS, APPOINTMENTS, AND CONSULTATIONS. THESE ARE SOME OF MY WORK SAMPLES ON HOW I EFFICIENTLY HELPED CLIENTS SCHEDULE MEETINGS AND APPOINTMENT

This screenshot shows the Calendly platform interface for creating a new event. The event title is "Partnership Discussion with Digi Properties". The event details section indicates a duration of 30 min and is set to Google Meet. The hosts and invitees section lists "Odosa Egharevba (you)" as the host. The scheduling settings section shows the date range from 27 Jan - 11 Feb 2024 and the time range from Weekends, 20:00 - 23:45. A large green "CALENDLY" watermark is overlaid on the bottom left of the screenshot.

This screenshot shows the Acuity Scheduling software interface. The main window displays a weekly calendar for the week of February 4, 2024. A specific appointment for "Jane McTest: Call" from 9:30AM to 10:20AM on Tuesday is highlighted in red. A modal window titled "ACUITY SCHEDULING" is open over the calendar, containing the text "Your Emerging plan trial expires on Tuesday, February 1". On the right side, there is a sidebar with fields for "First Name" (Kayla), "Last Name" (James), "Appointment Type" (Electrical Works), "Date & Time" (Friday, Febr), and "Calendar". A green status bar at the top right says "Added appointment for Kayla James on February 9, 2024 at 11:15am" and includes a link "View calendar »".

This screenshot shows the Picktime software interface. The left sidebar lists various service categories: Overview, Calendar, Customers, Service Setup, Classes, Resources, Team, Locations, Online Booking, Setup, Reports, and Picktime. The main right panel shows a booking form for "Chibuzo Peter" with the email "uzeagachibuzo8@gmail.com" and phone number "+234 812 129 3190". The form fields include LOCATION (Uti, Uyo, Aks), SERVICE (Dr. Stanley), TEAM MEMBER (Dr. Stanley), DATE (Feb 7, Wednesday 2024), TIME (3:00 pm - 3:30 pm (30mins)), BUSINESS TIMEZONE (US Pacific Time), BOOKING ID (VO7LJ2EJ7P), UNIQUE ID (VYrAfsX4sNo8ShMCfbxB), PRICE (\$ 1000.00), BOOKING NOTES (Looking forward to it), and CONFIRM EMAIL STATUS (Email has been successfully delivered). A large green "PICKTIME" watermark is overlaid on the bottom right of the screenshot.

Companies worked for



EMAIL.

Many thanks,

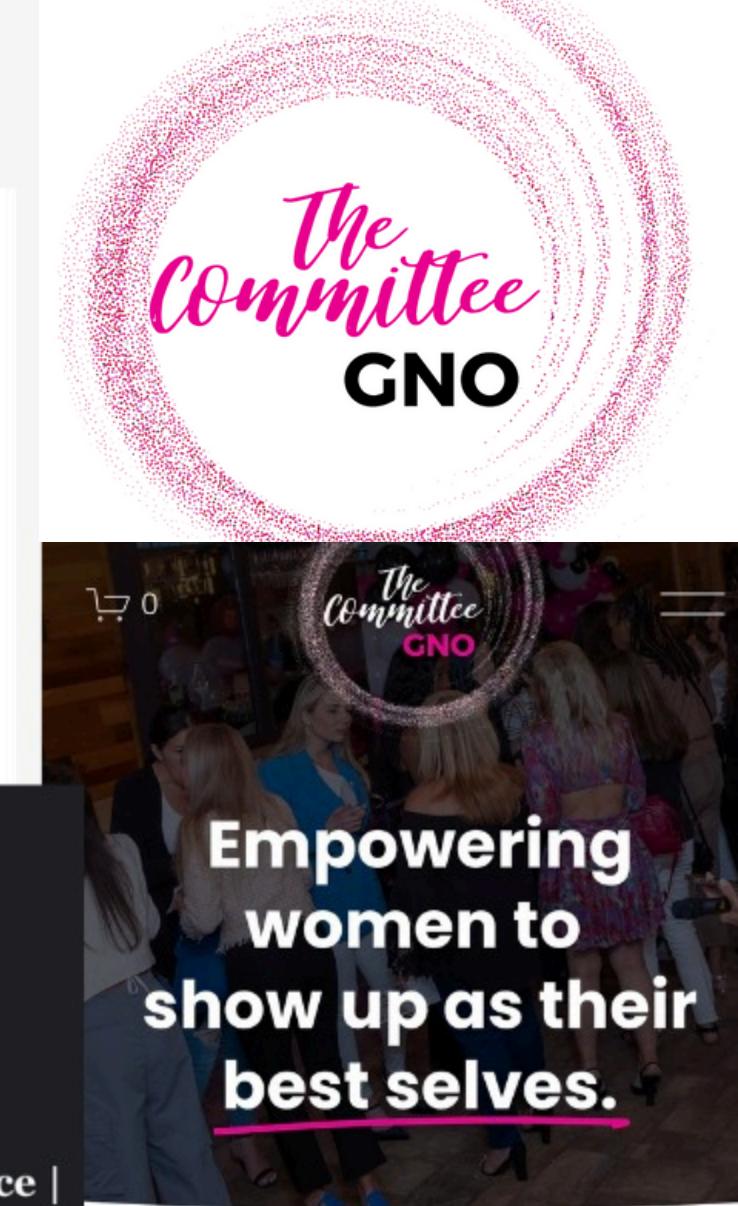
Odosa xxx



Customer Service |

E: info@jluxefit.co.uk

<https://jluxefit.com/>



Welcome to **The Committee GNO**, where empowerment and genuine connections thrive!

LET'S WORK TOGETHER

Email: odosaabi@gmail.com



EGHAREVBA ODOSA
CUSTOMER SUPPORT REPRESENTATIVE

“

TESTIMONIAL

"Odosa certainly is one of the most outstanding freelancer we have worked with in our firm. She has quite the wit and capacity to work with little or no supervision, much more she works impressively well with a team. We have had months of smooth business relationship and she has potentials ready to be unveiled with and in the right environment, I would highly recommend her for any job offer or contract in the future. Cheers"



Paul I. | Founder

Customer Support Representative/Freelance Research

Sep 2022 Verified

Visibility

